

## Local Agency Personnel Training

### Policy

**USDA Federal Regulations:** (c) State agency responsibilities. The State agency shall perform the following activities in carrying out nutrition education responsibilities, including breastfeeding promotion and support:

(2) Provide in-service training and technical assistance for professional and para-professional personnel involved in providing nutrition education to participants at local agencies. The State agency shall also provide training on the promotion and management of breastfeeding to staff at local agencies who will provide information and assistance on this subject to participants.

(7) Establish standards for breastfeeding promotion and support which include, at a minimum, the following:

(iii) A requirement that each local agency incorporate task-appropriate breastfeeding promotion and support training into orientation programs for new staff involved in direct contact with WIC clients;

### Authority

7CFR Part 246.11(c)(2)

7 CFR Part 246.11(c)(7)(iii)

### Procedures

WIC agencies must have a written policy describing their own orientation program for new employees. At a minimum, this program must include:

- An explanation of the objectives of WIC and its successes in improving the health and nutritional status of participants, including the employee's role in breastfeeding promotion and support;
- Introductions to key administrators, program directors, and co-workers;
- Discussion of job responsibilities listed in the employee's job description;
- An explanation of the agency's mission and organization;
- Agency policies, including work hours, benefits, holidays, sick leave, vacation leave, smoking policies, confidentiality, expense reimbursement policies, and office supplies;
- Civil rights training;
- Orientation to child and dependent adult abuse laws, if applicable;
- An introduction to the WIC data system and equipment used on the job;
- A training plan, including the New Employee Training Course (NETC), on-the-job training, required training, and continuing education opportunities;
- WIC New Employee Training Checklist.

- See policy regarding Hepatitis B vaccination and Tuberculin testing requirements.
- See policy for requirements regarding the Staff Conflict of Interest Form.

Every agency employee is expected to be familiar with applicable provisions of the Iowa WIC Program Policy and Procedure Manuals.

Local WIC agencies are responsible for providing:

- Local agency orientation to the WIC data system,
- On-the-job training with someone of equal security rights,
- Role playing opportunities that can help build new employee confidence prior to working with participants,
- Time for new staff to complete training requirements, and
- Ability for WIC leadership to attend New Coordinator Training.

The State WIC Office is responsible for:

- Providing data system training,
- Monitoring completion of data system training, and
- Maintaining NETC training materials.

Local WIC agencies must maintain individual training and education records for each employee in the “Staff Training” panel in the data system. The State WIC agency will monitor compliance by reviewing:

- Documentation of completed data system training during WIC office visits.
- Documentation of completed orientation programs during WIC office visits.
- Application of training information during WIC clinic visits.
- Local WIC agency policies during on-site administrative reviews.

The following steps must be completed upon hiring new WIC staff.

- Print the New Employee Training Checklist for each new employee. (Found in the Nutrition Services Forms Folder.)
- Assign experienced personnel to provide on-the-job training and support to new employees, beginning the first day of employment and continuing until the new employee is comfortable and relatively independent with job tasks.
- Complete the local agency orientation
- Submit paperwork for access to the data system.
- Complete the data system training.
- Complete the New Employee Training Course (NETC) (Level 1, 2, 3) for applicable staff. The training and education record can be used as a guide for who must complete which training.
- Complete additional required training as applicable.
- Record training and continuing education on training and education record in the “Staff Training” panel in the data system.

Local agency staff must be provided complete training in the data system before they are granted security rights to the production system. Only WIC personnel (as funded by WIC grant funds) are allowed access to the electronic WIC data system, including the rights to “read” and “edit” records.

- Contact the WIC Help Desk to schedule a time to complete data system training provided by the State WIC Office.
- Data system administration training for coordinators will be included in the New Coordinator Training. An overview of the data system, how to monitor staff utilizing the data system, and data system reports are covered.

All staff using the WIC data system shall complete the state sponsored security awareness training annually.

The New Employee Training Course (NETC) consists of different levels (Levels 1, 2, and 3) of self-paced modules that are required for different staff members. Below you will find which NETC modules need to be completed by who based on job type.

- All personnel who have access to the WIC data system are required to complete all of the Level 1 modules. Those with scheduler-only access are required to complete the Level 1 Orientation Module.
- Contact the State WIC Office for questions regarding the completion of NETC by other WIC staff, such as staff who have been previous WIC employees.
- WIC Breastfeeding Peer Counselors are not required to attend NETC.

Before completing the Level 1 modules, each employee must:

- Complete the agency’s orientation program;
- Accompany and observe at least one family unit during a WIC certification appointment, including all encounters with clinic staff;
- Observe and work alongside a co-worker with the same or similar job responsibilities for at least one clinic.
- There are additional trainings that are required before completing specific NETC Modules and for local agency WIC Coordinators. Please see the Training and Education Record found in the Nutrition Services Forms folder for more information on these trainings.

Level 1 NETC - will help build a common knowledge base about program operations while emphasizing a team approach.

Course	Staff Required to Complete	Timeframe for Completion
Level 1* • Orientation Module • Screening Module	• CPA • Health Professional Lead Staff	Within 1 month of hire

<ul style="list-style-type: none"> <li>• Nutrition Risk Module</li> <li>• Food Package Module</li> </ul> <p>Note: Please complete in the order listed above.</p>	<ul style="list-style-type: none"> <li>• WIC Coordinators</li> <li>• Support Staff</li> <li>• Support Staff Lead Staff</li> </ul>	
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\*All personnel who have access to the WIC data system are required to complete all of the Level 1 modules. Those with scheduler-only access are required to complete the Level 1 Orientation Module.

Level 2 NETC - These modules address nutrition and breastfeeding topics, discuss the normal nutrition needs for participants, and identify resources for use in providing nutrition services.

Course	Staff Required to Complete	Timeframe for Completion
<p>Level 2</p> <ul style="list-style-type: none"> <li>• Basic Nutrition Module</li> <li>• Infant Nutrition Module</li> <li>• Preschool Module</li> <li>• Breastfeeding Module</li> <li>• Prenatal and Postpartum Module</li> </ul> <p>Note: These modules can be completed in any order.</p>	<ul style="list-style-type: none"> <li>• CPA</li> <li>• Health Professional Lead Staff</li> <li>• WIC Coordinators</li> </ul>	Within 6 months of hire

Level 3 NETC - This level provides information on communicating nutrition needs to participants.

Course	Staff Required to Complete	Timeframe for Completion
VENA Guidance Communication and Rapport	<ul style="list-style-type: none"> <li>• CPA</li> <li>• Health Professional Lead Staff</li> <li>• WIC Coordinators</li> </ul>	Within 9 months of hire

Federal regulations or state law require some training topics. The table below lists the required training topics, who needs to receive training, and when the training should be provided.

Topic	Who	When	Notes
Bloodborne pathogens	All employees at risk of occupational	Within the first month of	Training records must be kept for a

	exposure to bloodborne pathogens	employment, and annually thereafter	minimum of five years after each training event.
Child abuse and dependent adult abuse training	Mandatory child and dependent adult abuse reporters including nurses and dietitians*	Complete 2 hours of Child Abuse Mandatory Training and 2 hours of Dependent Adult Abuse Mandatory Training within the first 6 months of employment.  Complete one hour of recertification for Child Abuse Training and one hour of Dependent Adult Abuse Training every 3 years. The recertification must be taken within 3 years of the initial 2 hour training.	The Mandatory Child Abuse and Mandatory Dependent Adult Abuse Trainings can be found on the Department of Human Services (DHS) website <a href="https://lsglm700.learnsoft.com/LSGLM/Login/iowalogindhs.aspx">https://lsglm700.learnsoft.com/LSGLM/Login/iowalogindhs.aspx</a> .
Civil Rights	All employees	Within the first month of employment, and annually thereafter	See the Civil Rights Training policy for more information
Americans with Disability Act (ADA)	Staff in charge of hiring or training (e.g. WIC Coordinators and Human Resource personnel) and the Section 504 Americans with Disabilities Coordinator	Within the first month of employment	See the Civil Rights Training policy for more information

\*References: 645 IAC Chapter 81.9(4); Iowa Code 232.2.23, 232.69, 235B.3

The following training modules are required and can be completed on the Prepare Iowa Learning Management System (PILMS). Completion of the training module will need to be recorded on the employee's training and education Record in the "Staff Training" panel in the WIC data system.

Topic	Who	When	Notes
Hemoglobin Screening: Data Collection, Assessment and Implications	CPAs/WIC Coordinators/Health Professional Lead Staff	At the time of hire, and Every even numbered year	The completion of this training is also required for NETC, Level 1
Recognizing Cultural Influences on Food Beliefs and Practices	CPAs/WIC Coordinators/Health Professional Lead Staff	Within the first year of hire	
Cross-Cultural Communication and Nutrition Assessment	CPAs/WIC Coordinators/Health Professional Lead Staff	Within the first year of hire	
Motivational Interviewing: Supporting Patients In Health Behavior Change	Within the first year of hire	The completion of this training is required prior to completing NETC, Level 3 and Every even numbered year	

WIChealth.org Academy Online Training:

- WIC staff will complete the appropriate wichealth.org Academy Online Training lessons according to the instructions on the document titled "Wichealth.org Academy Online Training" found on the WIC Web Portal under the "Training-Personnel" section.
  - Required lessons shall be completed within the first three months of employment.
  - In addition, three client wichealth.org lessons shall be completed on an annual basis thereafter.
  - Staff supervisors must verify that staff have completed the training by signing the



document titled “Wichealth.org Academy Online Training”.

- Record information on each employee’s training and education record in the “Staff Training” panel in the WIC data system after completion of the training.

#### Educational Buys:

- New WIC staff must complete an educational buy to experience the WIC shopping experience. See the Vendor Monitoring policy for more information on completing educational buys.

#### Continuing Education:

It is the individual licensed health professional’s responsibility to maintain professional licensure status by meeting minimum continuing education requirements however,

- WIC Coordinators should plan for each CPA to attend at least 9 hours of nutrition and health related continuing education events per fiscal year.

The local WIC agency must have every discipline represented at the biannual WIC conference. Agencies are strongly encouraged to register as many employees as their budget and clinic schedule allow for any WIC-specific training or conferences.

#### New WIC Coordinators:

- An orientation at the State WIC Office to meet key state staff and additional training should be scheduled by the state Nutrition Consultant and new coordinator within three months of the WIC Coordinator’s employment.

Orientation topics and key staff who should provide them are listed below.

Topic	Suggested Staff
General orientation and current issues	State WIC Director
Budget/Caseload/Contract/ IowaGrants.gov	Program Planner
Data system reports/Referral Organizations	Nutrition Consultants
WIC Help Desk functions	WIC Help Desk
Nutrition services	Nutrition Services Coordinator
Breastfeeding promotion and support	Breastfeeding Coordinator
Breastfeeding Peer Counseling	Breastfeeding Peer Counselor Coordinator
Policy and Procedure Manuals/WIC Web Portal	Nutrition Consultants

Significant dates in the grant and funding cycle	Nutrition Consultants/Program Planner
Agency Monitoring Process	Nutrition Consultants/Program Planner
Vendor Management/EBT*	Vendor Coordinator
Fraud and Integrity process	Integrity Coordinator

\*All new WIC coordinators should accompany Iowa WIC staff in an on-site vendor monitoring visit within six months of employment. At this time state staff provide additional training in the use of food instruments and dealing with vendor concerns.

## Best Practices

The length of time needed for on-the-job training will depend on the experience and education of the employee and the requirements of the position. An inexperienced employee may need several weeks of in-depth training and support. This will help the new employee develop confidence and skill under the guidance of a capable co-worker or supervisor. Although some job tasks will be learned and discussed during the NETC, personnel need more practice to become comfortable and competent with job tasks. They need feedback from their co-workers and supervisor about their performance.

The four-step approach to on-the-job training is recommended. This approach facilitates learning through repetition and guided practice. The four steps are listed below:

- Tell the employee how to do the task.
- Show the employee how to do the task.
- Have the employee do the task.
- Review

A tiered approach to data system training will provide a comprehensive experience for all WIC personnel. The purpose of completing data system training is to provide all WIC staff an opportunity to develop their familiarity and confidence prior to working in the production system independently. This will help avoid unreliable or lost data in the data system and disruptions to the system for other users.

Guidance, resources and suggested activities for training new WIC Coordinators should be based on background and experience. The extent of local agency orientation needed will depend on whether the coordinator has been employed by the agency in another position prior to becoming WIC Coordinator. Assure the following trainings described in the procedures section above have been completed and reviewed as needed:

- Local agency orientation,
- Supervisory training including ADA/EEO policies.



- Data system training
- all three levels of NETC
- all other trainings

The table below lists information about optional events.

Event	Notes
Annual breastfeeding conference co-sponsored with UnityPoint	Agencies are strongly encouraged to send at least one staff member
Other in-state events	<p>A variety of events are available across the state. Optimally, staff will attend one event per year sponsored by an organization other than the Iowa WIC Program.</p> <p>Examples: Iowa Academy of Nutrition and Dietetics Annual Conference, Current Issues in Nutrition, IPHA Conference, District Dietetic Association events, breastfeeding events, etc.</p> <p>Agencies are also encouraged to register support staff and nurses for meetings and seminars pertinent to their job scope and responsibilities.</p>
Out-of-state events	<p>Out-of-state conferences are an allowable training expense. However, the agency must first budget for the required in-state training events.</p> <p>Since out-of-state conferences are typically several days to a week long, it is advisable to limit the number of registrants from a given agency in order to maintain the clinic schedule.</p> <p>Examples: American Public Health Association Conference, National WIC Association Conferences, Intensive Course in Maternal Nutrition, Intensive Course in Child and Adolescent Nutrition, Academy of</p>

	Nutrition and Dietetics Food and Nutrition Conference and Expo, Society for Nutrition Education Conference, La Leche League Conference, etc.Iowa
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